

## Substitute Specification

Ser. No. 10/669,531

Ex'r Escalante

Group Art Unit 2614

## **ABSTRACT OF THE DISCLOSURE**

An answering system includes a database of back-end customers, a database of front-end customers, an exchange, terminals, a recording device, an interactive voice responding device, a data bus, and a host. In response to receipt of a call from a front-end

- 5 customer by the exchange, the host transfers the call to the terminal so that the operator can converse with the front-end customer, the recording device records the conversation as a voice file and generates an associated index, the host searches the database of back-end customers to find a reply address for the back-end customer based on the index, and the host sends a reply message associated with the index to the back-end customer.
- 10 The system can provide answers to a customer's questions and/or complaints in a substantially real time manner.